

SPSO decision report

Case: 201701258, South Lanarkshire Council
Sector: local government
Subject: rent and/or service charges
Decision: not upheld, no recommendations

Summary

Mr C complained that the council had failed to follow their policies and procedures before raising court action against him for recovery of rent arrears. He complained that the council had failed to take his family circumstances into account when deciding to raise court action against him.

We found that the council had followed their policies and procedures, with one minor exception for which the council had already apologised. Mr C had not made any contribution to his rent over more than two months, and although he had offered to pay some rent at the end of the third month of the tenancy, we found that the council were entitled to find this offer unreasonable. We also noted that the council had agreed to review the court action if regular payments were commenced. We did not find any evidence of maladministration and we did not uphold this complaint.